

Catawba County GIS Metrics – FY2010/2011

Organization

- Number of full time personnel: 1116.28
- Number of full time GIS personnel: 5.5
- Number of GIS personnel as percent of total employees: 0.49%
- GIS spending per total number of employees: \$410.40

Service Level

- Number of GIS users per GIS employee: 55
- Total number of workstations: 450
- Number of workstations supported per GIS employee: 81.82
- Number of Servers Maintained: 3
- Percentage of Public Requests Responded to within 24 hours: 100%
- Website Statistics (annual averages)

Hits/Day	80,249
Visitors/Month	52,603
Average Visitors/Day	1,735
Unique Visitors/Month	14,259
Total Hits/Month	2,433,701
Parcel Reports Generated/Month	243,370
Assessment Reports Generated/Month	50,431

Budget

- GIS Budget percent of total budget: 0.22%
- Rate of GIS budget change: 1.06%
- GIS personnel cost as a percent of GIS budget: 80%
- Training as a percent of the total GIS budget: 1.98%

Application Support

- Number of major applications: 12
- Number of minor applications: 10
- Number of in-house developed applications: 17
- Number of different vendor operating systems: 3